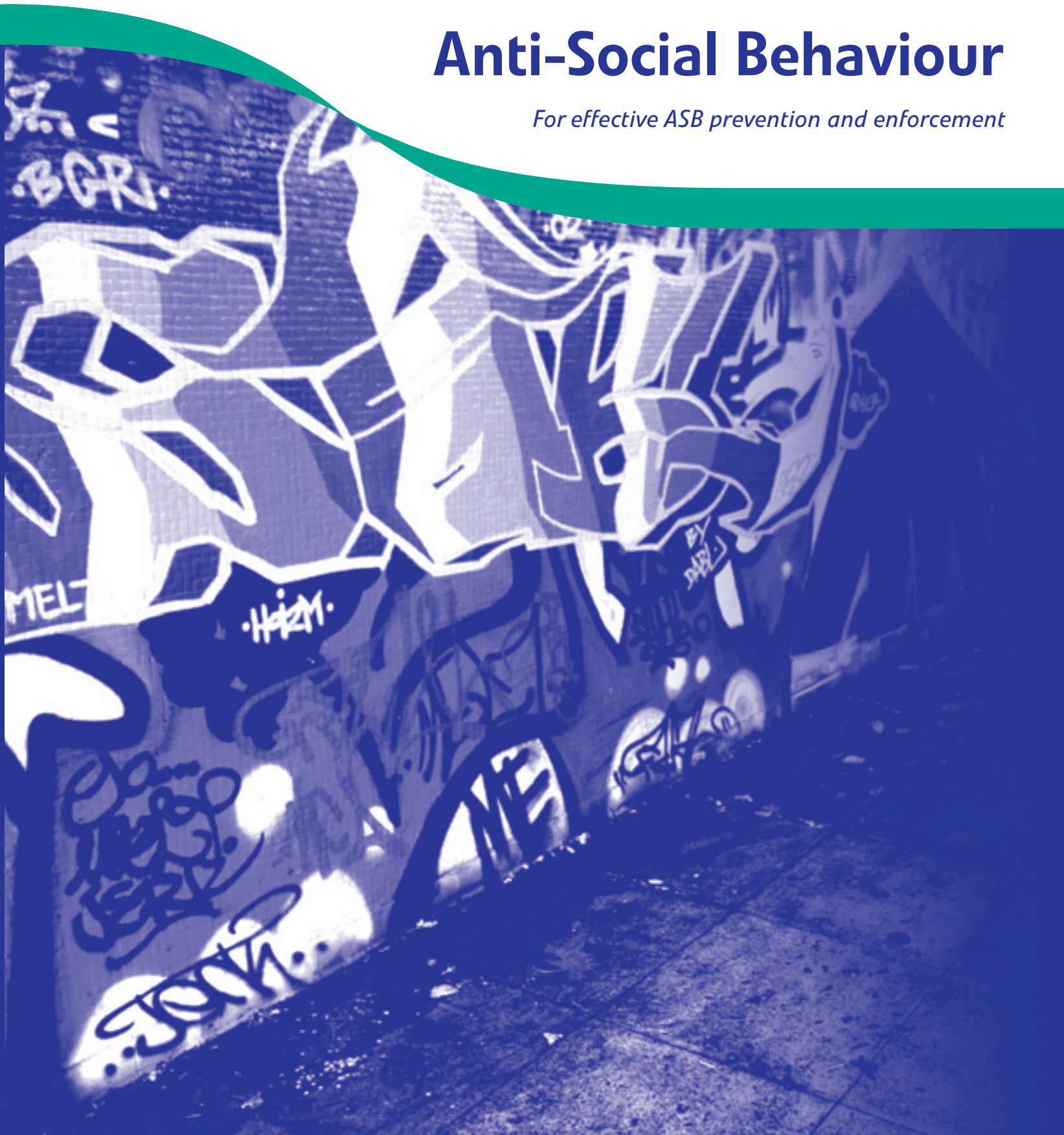




CIVICA

Anti-Social Behaviour

For effective ASB prevention and enforcement



Delivering Local Outcomes

With increasing public concern over community safety and accountability, tackling anti-social behaviour is vitally important. Effective response depends on the ability to report, record, monitor and react to all activity in a unified way.

Working with local authorities, police and social housing groups, Civica provides the necessary foundation for fast, cost effective investigation and enforcement. The company brings an outstanding resource in delivering software-based solutions that enable improved ASB management. We blend the experience gained from working with over 1,700 organisations across community services and the wider public sector with leading software and integration expertise.

Designed to cater for an authority's bespoke requirements, Civica's Authority Public Protection (APP) system is a comprehensive solution for developing and managing ASB strategies and for recording, monitoring and reporting on all aspects of ASB work. The system complements Civica's portfolio of local authority solutions and is available as a standalone solution for new sites or as an upgrade to customers already using APP for additional service areas.

"Civica's technology has vastly increased the accuracy and sophistication of reporting so we can quickly and simply see where hotspots are occurring and deploy resources accordingly in partnership with other local agencies."

*Paul Kirton
Cabinet Member for Community Safety
Stockton-on-Tees Borough Council*

Civica ASB

Civica provides the most widely used ASB system, developed in conjunction with ASB beacon councils and adopted by more than 80 organisations from metropolitan boroughs and unitary councils to district authorities and registered social landlords. Delivered by a professional team with insight and experience at all levels, the system captures required processes and working practices while delivering a detailed and accurate picture for co-ordination and decision making.



Delivering Better Results



Civica is helping Wigan Council to dramatically save police resource time by extending use of its APP enforcement software to include local police stations in Greater Manchester.

By allowing access to the system at local police stations, Wigan Council has made it possible for officers to request 'clips' cut from footage of the 550 plus CCTV cameras, over specified time periods, by logging requests on the system electronically. Wigan Council uses Civica APP across a range of additional services, from environmental health to trading standards.



Newport Council has been using Civica's APP software to tackle anti-social behaviour since 2005.

The software enables the council's ASB team to capture high volumes of intelligence and incident data, and create a detailed and accurate picture of existing problems in the area. The team can then effectively target available resources to plan and execute a visible and effective community safety operation.



Working with our Tenants

Dumfries and Galloway Housing Partnership uses Civica's integrated

anti-social behaviour system and are in the process of implementing their estate management services within Civica's integrated system to manage more than 11,000 homes across the region. Fully integrated report generators allow the partnership to quickly and easily compile performance monitoring statistics and will allow them to instantaneously identify hotspots and appropriately allocate resources as information is built-up within the system. This truly joined-up solution across all departments has improved productivity through the automation of case tasks and office administration and increased service levels.

Support

Civica provides training and an unrivalled support package for its ASB software – GOLDSTAR. Our Bath based hotline team of friendly and helpful professionals is accessible by telephone or email, 8.30am to 5.30pm, Monday to Friday. Currently, 98% of calls are dealt with and closed at the first point of contact.

About Civica

Civica is one of the UK's most experienced providers of consulting, software and managed services, with particular focus on the public sector and regulated services.

The group works with more than 1,700 organisations in local government, social housing, criminal justice, education, defence and healthcare, including 89% of the UK's local authorities and all of the UK's 53 police forces. It has a 20-year history in the UK, Australia, Singapore and the USA.

For the latest solutions information, visit:

www.civica.co.uk

For further information, a reference site near you or to book a meeting/demonstration, telephone **01225 485009** or e-mail **marketing@civica.co.uk**

"We looked at a number of different systems, but Civica was the only one which could deliver all of our requirements. Another reason for choosing Civica was the after sales support offered. I contacted a number of other sites and they all told me that the support was excellent, and to date I wholeheartedly agree!"

*Debbie Telfer, ASB Manager
Dumfries and Galloway Housing Partnership*

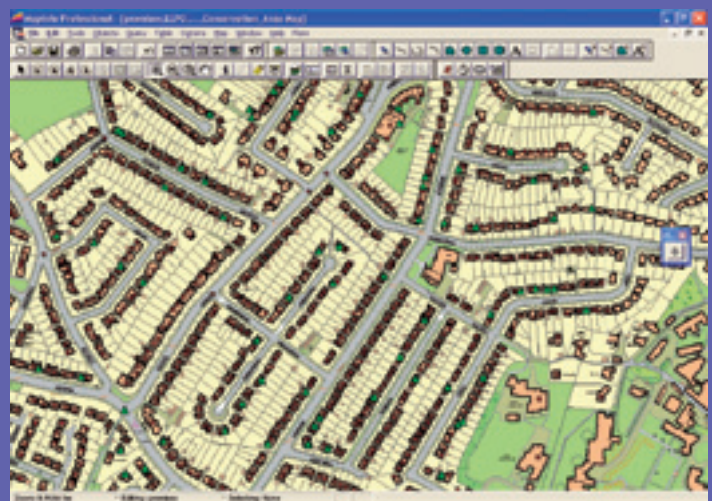
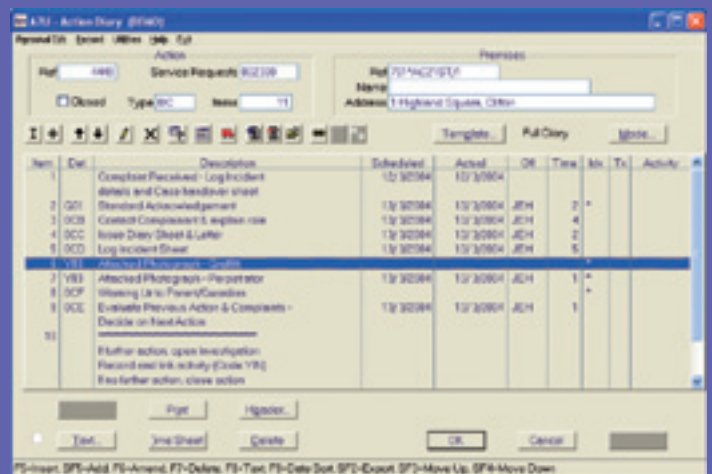


Software: Enabling Solutions

Civica APP offers the flexibility and functionality for day-to-day delivery of ASB management for authorities both large and small. The central database enables authorities to record all activities and to link victims, witnesses, suspects and perpetrators. Additional information can be stored and linked, from incident locations to complainant details, while location histories for premises, amenities or areas of land can be automatically compiled. Where map co-ordinates are available, incident locations can be passed to GIS systems for analysis or data sharing.

An action diary records all events relating to a specific case or incident. It can be used to create work schedules for teams or individuals and gives them the ability to create customised workflow templates for recording and reporting on response times and generating overdue task reminders. A case history, which includes dates and comments is built-up and can be printed at the click of a button; and legal procedures can be built into templates for compliance, auditing purposes and to ensure when used, intervention strategies are fully reportable and included in the case history.

Actions can generate correspondence via mail-merges using customised document templates or any of more than 200 letters, forms, brochures, posters and notices included as standard. Correspondence generated in this way is automatically linked back to the actions diary for subsequent retrieval by any authorised user. 80 workflow templates are also included as standard to assist with incident handling, investigation and enforcement activity. Digital photographs, sound files and/or scanned correspondence can also be linked to the action diary providing a complete document log for the case.



Action diaries link images, correspondence, text and reminders to any record.

"Such a system is clearly essential if anti-social behaviour is to be tackled effectively in a unified way."

Milton Keynes Council

Features and Functionality

Comprehensive, easy-to-use capability

- Is a user-friendly solution, designed to speed up data entry and accessible via a standard web browser.
- Includes a variety of mobile solutions for street and estate wardens.
- Action and event diaries promote best practice, procedural conformance and workload management.
- Aids evidence and investigation by linking images and documents to associated incidents.
- Improves data security by logically and rigorously controlling records access.
- Includes both public and partner services toolkits so the amount of information made available to partner agencies over a secure web query can be controlled and monitored.

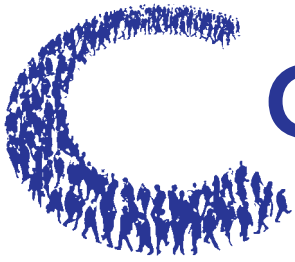
Extensive analysis and reporting

- Efficiently handles all aspects of incident reporting and allows reports to be submitted online.
- Offers complete performance reporting and benchmarking as standard.
- Eliminates the requirement for difficult and arduous report query writing by including a series of fully integrated reporting tools.
- Offers complete audit and reporting functionality.
- Includes extensive, ready-to-use workflow and document templates for response target analysis and benchmarking; and quick and reliable recording and matching of address and people information.
- Is extremely flexible. Information can be analysed and printed in any format. Data can be simply extracted and graphs automatically generated.

Powerful integration

- Integrates with contact centres and third party IT systems, enabling information to be accessed and shared for effective joined-up working.
- Requires no third party applications and is able to integrate with current corporate or departmental applications to capitalise on an authority's existing investment.
- Seamlessly integrates with GIS for powerful analysis and reporting. Incidents can be plotted on maps and trends and hotspots more easily identified. Perpetrators can also be tracked more effectively and case histories built up.





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